Software Update Name: BCM450.R500.SU.System-001.200911

Applicable H/W Platforms: BCM450

Applicable S/W Platforms: 9.0.1.00

Category: GEN

Installation Recommendations:
This update should be applied to all new installs of BCM450 Release 5.0.
Existing installations should have this update applied if they are experiencing any of the issues that are corrected. There is no need to schedule specific maintenance to apply this upgrade if there are no reported issues. In those cases, systems should be updated at the next regular service opportunity.

The latest Desktop Smart Update should be applied with this update if the affected desktop applications are used.

The Element Manager must be downloaded and installed after this update is applied if the version of Element Manger currently being used is not 61.0.0.

After application of this update, the current Element Manager session used to apply the update will need to be closed and re-opened in order to download the latest Element Manager cartridge.

Components & Versions:

bcmEMcartridge-BCM450R5.aa42
cfs-5.0.125
core-telephony-5.0.67
core-telephony-provider-5.0.527
cte-5.0.348
dhcp-provider-5.0.201
dialogger-45.0.542
element-manager-61.0.0.271
element-manager-docs-5.0.36
feps-5.0.508
gap-5.0.202
initrd-1.22.245
iptelprovideragent-5.0.525
lan-provider-5.0.315
license-provider-5.0.527
log-provider-5.0.519
mailsend-5.0.7
modemcc-52.0.522
mof-db-1.22.377
mps-5.0.540
nnu-45.0.400
pal-5.0.212
psm-5.0.193
recovery-config-5.0.236
remotex-5.0.89
scd-5.0.542
set-template-provider-5.0.210

src-5.0.81
system-provider-5.0.530
system-release-9.0.1.22.542
voicemail-50.0.482
webpage-5.0.233

Constituent Updates:
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New updates for this SU:
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None

Updates from previous SU:
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None

Dependencies:
Required Updates: None

Product Dependencies: None

Size: 68.1 MB

System Impact:
Time to apply approximately 10 minutes
Does update application force reboot: Yes

Other Impacts:
All services will be unavailable during the update until the system reboot completes.

Limitations: None

Update Removable: No

Description:
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The following issues are addressed.

1. When FindMe FollowMe is calling a remote destination and there is no CLID information
   available, the destination display should show "FindMe FollowMe" but, it shows ">indMe FollowMe".
   This update resolves the issue.
   Q02069207

2. FindMe FollowMe does not work on some sets due to timing issue in state machine.
   Q02069558

3. FindMe FollowMe should be disabled for Fax On Demand mailbox.
   Q02069559

4. Firmware download for BRIM module does not start and get stuck in 'downloading state'
   for Italy profile.
   Q02068927

5. Modemcc crashes on shutdown.
Q02069569

6. One-way voice path after an intercom call is blind transferred to PSTN.
Q02072531

7. BRI trunks show under 'Active Physical Lines' settings.
Q02071501

8. Set Template provider agent is started before template files have been restored
This causes the agent to be started before Core Telephony is available.
Q02070804

9. Set Template uses 100% CPU
Using a Virtual Terminal DN for a new template, causes the system to run at 100% until
Set Template provider agent is stopped and restarted.
Application DNs are not supported for template assignment and should return an error.
Q02074010

10. Router alarms when no router present in the system
This was caused by restoring the 'backup' from a system with a router.
PSM PDR data should not be restored as part of backup/restore operations.
Q02069532

11. The External modem CLID and Low priority external modem CLID are swapped
If a new account is added under Configuration->Administrator Access->Accounts and Privileges->View by Accounts
the External modem CLID and Low priority external modem CLID are swapped.
Q02069696

12. Release 5.0 version of Factory Default Archive is not available
The Restore function of the BCM has an option where the operator can select
Factory Default Archive. This special backup archive is kept on the device and
it is a record of the BCM in an unconfigured state.
Q02070028

13. Memory leak in SRC Server
SRC Server blocked on unresponsive client resulting in increase with Memory consumption.
Q02052794

14. Invoking F995 or 996 results in no change to set display
When using the manual 'Silent Record a Call' functionality with F995 and F996, the user
will not receive any indication on the set display when the call is being recorded or when the
request has been made to stop the recording.
Q02066543

15. Outbound e-mails should support SSL and custom SMTP ports.
Q02069979

16. Several alarm events 'Not able to record a call 579'
When a call that is being recorded is placed on hold an alarm can be generated indicating
that the call could not be recorded. This can also occur if using FindMe FollowMe as call states
are changing very rapidly.

Q02071548

17. The Call Center Reporting Menu Prompts and Sub-menus are played twice when no agents are available.
Q02065985

18. Fix for H.323 security vulnerability.
Q02069433

19. Relayed media paths are not properly disconnected by MPS
For a relayed media path, MPS does not send disconnect path to all endpoints when receiving NotifyDisconnect from one endpoint.
Q02072872

20. Meetme Chairperson password duration = 0 does not disable reset requirement
Setting the MeetMe Conferencing "Authorization check period" (days) to a value of 0 should disable the need to reset the PIN.
Q02073035

21. Implementation of desktop shortcuts for Application Launcher.
Q02064530

22. With German selected (or any non-english language), the FindMe FollowMe "Always" schedule will not work
The check to compare "Always" schedule is done against the English string only.
If the language associated with a mailbox in not English, then the FindMe FollowMe "Always" schedule will not work.
Q02071484

23. Unsupported options displayed for analog E&M trunks in EM
When an analog E&M trunk is connected by a FEM module to a BCM the following unsupported options are displayed in Element Manager:
- Loss package
- Line tuning digit
- Gain
Selection of any of these options can result in impact to trunk operation in worst case taking it out of service.
Q02005920-01

24. In Element Manager when accessing Active physical lines and selecting any line to view the properties a "General error" message is displayed as a popup.
The user needs to press "OK" on the popup to see the properties of that line.
This error message has no functional or operational impact to the BCM or the circuit displayed and will be addressed in a future update.
Q02013774-01

25. Caller id information is lost for inbound calls
After the BCM is rebooted the first DID call via the BCM PRI to any BCM IP set displays both the calling name and number. For all subsequent calls only the calling number is displayed.
Q02039982-03

26. SIP trunking E.164 number formatting for international calls does not work.
Q02063715

27. FEPS crashes when SIP VoIP trunk calls are attempted to a proxy sever
which is unable to handle the digit string.
Q02071778

28. When an outbound SIP trunk call is configured with codecs that are incompatible
with the called endpoint, the call could connect without any voice path.
Q02071798

29. During call startup or upon changes in SIP trunk user configuration, if an outgoing
call is made at the same time, it can cause an internal deadlock. This would cause
all the subsequent calls to fail until VOIP Gateway component is restarted.
Q02072004

30. Application Launcher warning required
Application Launcher should provide a warning dialog before removing desktop applications.
Q02068335

31. Alarm 44000 displays with "messages dropped (queue was full)"
This message should not be displayed as this is a common occurrence
and it is not service impacting.
Q02072768

32. Unified Messaging fax receipts is missing the Original Body of the Message
A fax with a delivery receipt request sent using the Unified Messaging to an external
fax number is missing the original message fax body.
Q02071498

33. Unable to start or stop IVR application on BCM via NCM wizard.
Q02073677

34. Outgoing FindMe FollowMe SIP trunk call takes 7 seconds to setup the media.
Q02072602

35. FindMe FollowMe doesn't work
F960, F995, F996, F997, F998 andF999 returns "Feature Inactive".
Doorphone, Professional Call recording do not work.
Q02075067

36. The Remove Software Update button should be grayed out
From Element Manager, Navigate to Administration->Software Management->Software Update History.
The Remove Software Update button should be grayed out when an update is selected.
Q02076915

37. EM Help Context does not show dialog when help is not installed
If the context sensitive help is not installed, using Element Manager Help->Help Contents-><cartridge name>
opens a browser to a page that does not exist on the PC. A dialog box should be
displayed indicating the help is not installed and should be downloaded with the
Application Launcher.
Q02076338

38. The Redundant Power Supply fan wires on pin 3 and 4 are swapped
When there is a problem with the module and the failure is presented with the LEDs
on the modules the message does not align with the LEDs.

Q02076094

39. The disable and re-enable of RAID causes services to fail to start and presents incorrect LEDs status.
Q02076096

40. Redundant Power Supply alarms IDs are incorrect for "fail to read".
Q02077214

41. Number of sets that display CLID on initially alerting calls are limited to 30
This was the limitation on the BCM 3.x platform. The new BCM platform can handle more than 30 sets displaying CLID.
Q02075907

42. Multiple Alarms "Fan1 stopped; investigate fan, replace if required" is being generated
This was related to the HWM-FPGA thermal algorithm which drives the fan speeds.
Q02071537

43. In certain configurations FMFM will fail to dial out if the "*", "#" or "D" are used to prefix the destinations.
Q02076209

44. FEPS memory consumption slowly increases over time.
Q02064160

45. When applying a keycode file with reduced functionality from the existing keycode file the keycode file may fail to apply.
Q02075461

46. No media path with incoming SIP calls when IP set is configured with SRC.
Q02076260

47. BCM can not send SMTP packet when authenticating using TLS.
Q02077964

48. Voicemail fails to start and CTE coredumps after system startup
During startup the DHCP client script dhclient-exit-hooks is being called twice which causes services to be restarted in the middle of startup. This leads to unpredictable behavior on startup.
Q02073910

49. MPS crashes when FEPS crashes in releasing call
When FEPS crashes, MPS detects this activity and tries to unregister all the FEPS endpoints. MPS crashes itself when trying to clean up a closing path related to one of the FEPS endpoints.
Q02080691

50. ICC agent status busy after Adhoc conference
The Agent remains in a busy state and no more call are presented to this agent.
Q02080405

51. IP Capture to external USB device is not working
Q02079535

52. Unable to perform external USB port test in System Test
Q02082134

53. Configuration changes are lost if SIP trunk registration is running in the background
When SIP registration is enabled and refresh interval is less then 2 minutes sip registration status is written into PDR temp folder frequently. This prevents PDR updates to be persistently stored into disk and changes are lost during power cycle.
Q02079180

54. When Element Manager is installed through Application Launcher the desktop icon is incorrect.
Q02079685

55. FMFM fails to get enabled for some sets at startup
Q02082015

This update includes the content of the following superseded Smart Updates:

No previous updates